

## Electronic Acknowledgement Receipt

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|---|---|
| <b>EFS ID:</b>                              | 7188084   |
| <b>Application Number:</b>                  | 09577232  |
| <b>International Application Number:</b>    |   |
| <b>Confirmation Number:</b>                 | 3633  |
| <b>Title of Invention:</b>                  | METHOD AND APPARATUS FOR SERVICE ANALYSIS IN SERVICE LEVEL MANAGEMENT (SLM) |
| <b>First Named Inventor/Applicant Name:</b> | Lundy Lewis   |
| <b>Customer Number:</b>                     | 00909   |
| <b>Filer:</b>                               | Syed Jafar Ali/Susan Trader   |
| <b>Filer Authorized By:</b>                 | Syed Jafar Ali  |
| <b>Attorney Docket Number:</b>              | 019287-0317258  |
| <b>Receipt Date:</b>                        | 11-MAR-2010   |
| <b>Filing Date:</b>                         | 23-MAY-2000   |
| <b>Time Stamp:</b>                          | 13:05:02  |
| <b>Application Type:</b>                    | Utility under 35 USC 111(a)   |

### Payment information:

|  |                 |
|--|-----------------|
| Submitted with Payment                   | yes             |
| Payment Type                             | Deposit Account |
| Payment was successfully received in RAM | \$180           |
| RAM confirmation Number                  | 9025            |
| Deposit Account                          | 033975          |
| Authorized User                          |                 |

### File Listing:

| Document Number | Document Description | File Name | File Size(Bytes)/Message Digest | Multi Part/.zip | Pages (if appl.) |
|-----------------|----------------------|-----------|---------------------------------|-----------------|------------------|
|                 |                      |           |                                 |                 |                  |

|  |  |                  |  |     |   |
|--|--|------------------|--|-----|---|
| 1  |  | 0317258_SIDS.pdf | 104428<br>7b136b858968f83459de1871c9a6f6555a6<br>1282e | yes | 4 |
| <b>Multipart Description/PDF files in .zip description</b> |  |                  |  |     |   |
| <b>Document Description</b>                                |  | <b>Start</b>     | <b>End</b>   |     |   |
| Transmittal Letter   |  | 1                | 3  |     |   |
| Information Disclosure Statement (IDS) Filed (SB/08)       |  | 4                | 4  |     |   |

**Warnings:**

**Information:**

|   |                         |              |   |    |   |
|---|-------------------------|--------------|---|----|---|
| 2 | Fee Worksheet (PTO-875) | fee-info.pdf | 30497<br>c8112346deb16b1240ae34b789f44831dc8<br>3b059 | no | 2 |
|---|-------------------------|--------------|---|----|---|

**Warnings:**

**Information:**

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|-------------------------------------|--------|
| <b>Total Files Size (in bytes):</b> | 134925 |
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**New Applications Under 35 U.S.C. 111**

If a new application is being filed and the application includes the necessary components for a filing date (see 37 CFR 1.53(b)-(d) and MPEP 506), a Filing Receipt (37 CFR 1.54) will be issued in due course and the date shown on this Acknowledgement Receipt will establish the filing date of the application.

**National Stage of an International Application under 35 U.S.C. 371**

If a timely submission to enter the national stage of an international application is compliant with the conditions of 35 U.S.C. 371 and other applicable requirements a Form PCT/DO/EO/903 indicating acceptance of the application as a national stage submission under 35 U.S.C. 371 will be issued in addition to the Filing Receipt, in due course.

**New International Application Filed with the USPTO as a Receiving Office**

If a new international application is being filed and the international application includes the necessary components for an international filing date (see PCT Article 11 and MPEP 1810), a Notification of the International Application Number and of the International Filing Date (Form PCT/RO/105) will be issued in due course, subject to prescriptions concerning national security, and the date shown on this Acknowledgement Receipt will establish the international filing date of the application.